



DEFENSE INFORMATION SYSTEMS AGENCY

JOINT INTEROPERABILITY TEST COMMAND
2001 BRAINARD ROAD
FORT HUACHUCA, ARIZONA 85613-7051

IN REPLY
REFER TO:

Networks and Transport Division (JTE)

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Special Interoperability Test Certification of the Amcom Software Phone Server Version 3.7.1 with the Nortel Networks MSL-100

References: (a) DOD Directive 4630.5, "Interoperability and Supportability of Information Technology (IT) and National Security Systems (NSS)," 11 January 2002
(b) CJCSI 6212.01C, "Interoperability and Supportability of Information Technology and National Security Systems," 20 November 2003

1. References (a) and (b) establish the Defense Information Systems Agency, Joint Interoperability Test Command (JITC), as the responsible organization for interoperability test certification. Additional references are provided in enclosure 1.
2. The Amcom Software Phone Server Version 3.7.1, hereinafter referred to as the System Under Test (SUT), meets all of the critical interoperability requirements and is certified for joint use within the Defense Switched Network (DSN) with the Nortel Networks MSL-100. The SUT meets the critical interoperability requirements for attendant services set forth in reference (c) and testing was conducted using test procedures derived from reference (d). The SUT is certified with the Nortel Networks MSL-100 Multifunction Switch and emulates the NT4X09 hard console. This certification expires upon changes that affect interoperability, but no later than three years from the date of this memorandum.
3. This certification is based on interoperability testing conducted from 2 through 20 February 2004 by the JITC at the Global Information Grid Network Test Facility, Fort Huachuca, AZ. The Certification Testing Summary (enclosure 2) documents the test results and describes the test network. Users should verify interoperability before deploying the SUT in an environment that varies significantly from that described.
4. The Functional Requirements used to evaluate the interoperability of the SUT and the interoperability statuses are indicated in table 1.

Table 1. SUT Functional Requirements and Interoperability Status

Interface	Critical	Certified	Critical Functional Requirements	Met	GSCR Paragraph
Twisted Pair Copper (4 pair)	No ¹	Yes	Precedence and Preemption	Yes	2.2.1
			Call Display	Yes	2.2.2
			Class of Service Override	Yes	2.2.3
			Busy Override and Busy Verification	Yes	2.2.4
			Night Service	Yes	2.2.5
			Automatic Recall of Attendant	Yes	2.2.6
			Calls in Queue to the Attendant	Yes	2.2.7
			Release to Pivot for Operator Services	Yes	2.2.8
Legend: BRI - Basic Rate Interface DSN - Defense Switched Network EIA - Electronic Industries Alliance GSCR - Generic Switching Center Requirements ISDN - Integrated Services Digital Network SUT - System Under Test TCP/IP - Transmission Control Protocol/Internet Protocol TPC - Twisted Pair Copper					
Note: 1 The interface for the DSN Attendant Console can be met with one of the following interfaces: ISDN BRI, Analog, TPC, Digital TPC, TCP/IP Ethernet, or Serial (EIA-232, EIA-449, EIA-530).					

5. JITC distributes interoperability information via the JITC Electronic Report Distribution (ERD) system, which uses Unclassified but Sensitive Internet Protocol Router Network (NIPRNet) e-mail. More comprehensive interoperability status information is available via the JITC System Tracking Program (STP). The STP is accessible by .mil/.gov users on the NIPRNet at <https://stp.fhu.disa.mil/>. Test reports, lessons learned, and related testing documents and references are on the JITC Joint Interoperability Tool (JIT) at <http://jit.fhu.disa.mil> (NIPRNet), or <http://199.208.204.125/> (SIPRNet). Information related to DSN testing is on the Telecom Switched Services Interoperability (TSSI) website at <http://jitc.fhu.disa.mil/tssi>.

6. The JITC point of contact is LCDR Michael Wojcik, DSN 879-6787, or commercial (520) 538-6787. The e-mail address is wojcikm@fhu.disa.mil.

FOR THE COMMANDER:

2 Enclosures a/s

LESLIE CLAUDIO
Chief
Networks and Transport Division

JITC Memo, JTE, Special Interoperability Test Certification of the Amcom Software Phone
Server Version 3.7.1 with the Nortel Networks MSL-100

Distribution:

Joint Staff J6I, Room-1E565, Pentagon, Washington, DC 20318-6000

Joint Interoperability Test Command, Washington Operations Division, NSWC, ATTN: JT1,
Building 900, 101 Strauss Avenue, Indian Head, MD 20640-5035

Defense Information Systems Agency, GIG Enterprise Services Engineering Directorate,
NETCENTRICITY, REQUIREMENTS, ANALYSIS & ASSESSMENTS BRANCH, ATTN:
GE333, Rm. 244, 5600 Columbia Pike, Falls Church, VA 22041-2770

Defense Information Systems Agency, GIG-Combat Support Directorate, DSN SYSTEMS
MANAGEMENT BRANCH, ATTN: GS235, Rm. 5W248A, 5275 Leesburg Pike, Falls
Church, VA 22041

Office of Chief of Naval Operations (N61C22), CNON6/7, 2000 Navy Pentagon, Washington,
DC 20350

Headquarters US Air Force, AF/XICC, 1250 Pentagon, Washington, DC 20330-1250

Department of the Army, Office of the Secretary of the Army, G-6/ASA (ALT), ATTN:
ASAALT (SAAL-SSI), 103 Army Pentagon, Washington, DC 20310-0103

US Marine Corp (C4ISR), MARCORSYSCOM, 2200 Lester Street, Quantico, VA 22134

DOT&E, Strategic and C3I Systems, 1700 Defense Pentagon, Washington, DC 20301-1700

US Coast Guard, COMDT/G-SCE (C4), 2100 2nd Street SW, Washington, DC 20593

Office of Assistant Secretary of Defense, OASD(NII)/DoD CIO, Crystal Mall 3, 7th Floor, Suite
700, 1931 Jefferson-Davis Hwy, Arlington, VA 22202

Office of Under Secretary of Defense, OUSD(AT&L), Room 3E144, 3070 Defense Pentagon,
Washington, DC 20301

US Joint Forces Command, J6I, C4 Plans and Policy, 1562 Mitscher Ave, Norfolk, VA 23551-
2488

Defense Intelligence Agency, ATTN: DS-CIO, Bldg 6000, Bolling AFB, Washington, DC
20340-3342

National Security Agency, ATTN: DT, Suite 6496, 9800 Savage Road, Fort Meade, MD
20755-6496

Commander, Defense Information Systems Agency (DISA), ATTN: GS23 (Mr. Osman), Room
5w23, 5275 Leesburg Pike (RTE 7), Falls Church, VA 22041

ADDITIONAL REFERENCES

- (c) Defense Information Systems Agency, "Department of Defense Voice Networks Generic Switching Center Requirements (GSCR)," 8 September 2003
- (d) Joint Interoperability Test Command, "Defense Switched Network Generic Switch Test Plan (GSTP)," 17 June 1999

CERTIFICATION TESTING SUMMARY

1. SYSTEM TITLE. The Amcom Software Phone Server Version 3.7.1, hereinafter referred to as System Under test (SUT).

2. PROPONENT. Defense Information Systems Agency (DISA).

3. PROGRAM MANAGERS. Mr. Howard Osman, GS23, Room 5W23, 5275 Leesburg Pike, Falls Church, VA 22041, E-mail: Osmanh@ncr.disa.mil.

4. TESTERS. Joint Interoperability Test Command (JITC), Ft. Huachuca, AZ.

5. SYSTEM UNDER TEST DESCRIPTION. The SUT, using Hewlett Packard hardware platforms, meets all of the critical interoperability requirements and is certified for joint use within the Defense Switched Network (DSN). The SUT meets the critical interoperability requirements for attendant services set forth in reference (c) and testing was conducted using test procedures derived from reference (d). The SUT is certified with the Nortel Networks MSL-100 Multifunction Switch and emulates the NT4X09 hard console. It employs the Basic Operator Services System (BOSS) with Windows XP Professional and Windows 2000 Operating Systems. The SUT features include:

- answering, parking, holding and transferring calls.
- position busy, end-to-end signaling, busy verification, and display of queued calls.
- call forwarding, do not disturb, serial calls, trouble key, and trunk access control.
- In addition to providing call-handling, control, and security features, the BOSS provides operators with a set of screen and web-based applications including directory services, paging, messaging, and on-call scheduling.

6. OPERATIONAL ARCHITECTURE. The Generic Switching Center Requirements (GSCR) DSN architecture in figure 2-1 depicts the relationship of the SUT to the DSN switches.

7. REQUIRED SYSTEM INTERFACES. Requirements specific to the SUT and interoperability results are listed in table 2-1. These requirements are derived from:

- a. GSCR (reference (c)) Interface and Functional Requirements (FRs).
- b. The overall system interoperability performance is derived from test procedures listed in reference (d).

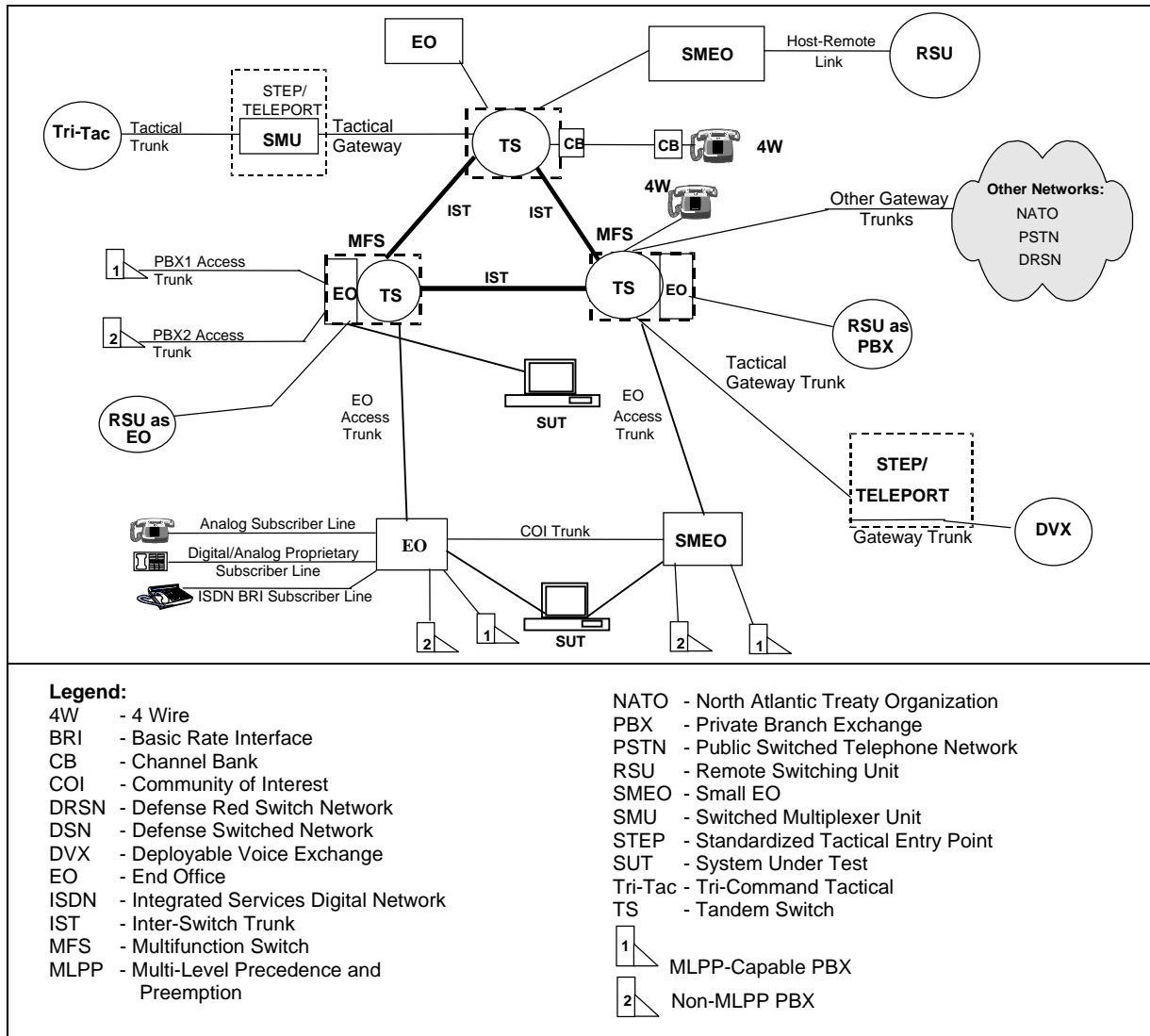


Figure 2-1. DSN Architecture

Table 2-1. SUT Functional Requirements and Interoperability Status

Interface/Signaling	Critical	Certified	Critical Functional Requirements	Met	GSCR Paragraph
Twisted Pair Copper (4 pair)	No ¹	Yes	Precedence and Preemption	Yes	2.2.1
			Call Display	Yes	2.2.2
			Class of Service Override	Yes	2.2.3
			Busy Override and Busy Verification	Yes	2.2.4
			Night Service	Yes	2.2.5
			Automatic Recall of Attendant	Yes	2.2.6
			Calls in Queue to the Attendant	Yes	2.2.7
			Release to Pivot for Operator Services	Yes	2.2.8
Legend: BRI - Basic Rate Interface DSN - Defense Switched Network EIA - Electronic Industries Alliance GSCR - Generic Switching Center Requirements ISDN - Integrated Services Digital Network SUT - System Under Test TCP/IP - Transmission Control Protocol/Internet Protocol TPC - Twisted Pair Copper					
Note: 1 The interface for the DSN Attendant Console can be met with one of the following interfaces: ISDN BRI, Analog, TPC, Digital TPC, TCP/IP Ethernet, or Serial (EIA-232, EIA-449, EIA-530).					

8. TEST NETWORK DESCRIPTION. The SUT was tested at JITC's Network Engineering and Integration Laboratory in a manner and configuration similar to that of the DSN operational environment. Testing of the system's required functions and features was conducted using the test configuration depicted in figure 2-3.

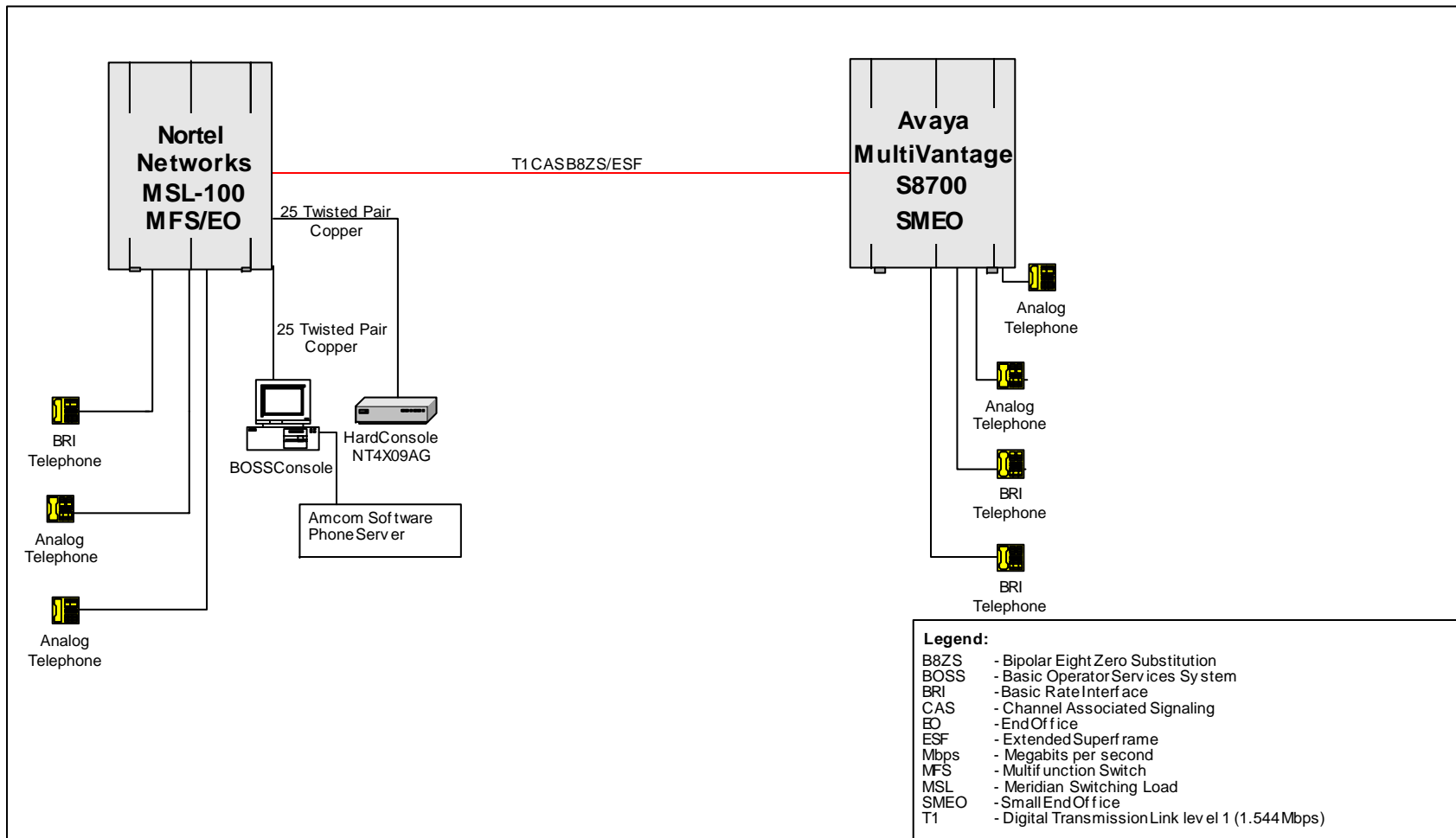


Figure 2-3. Test Configuration

9. SYSTEM CONFIGURATIONS. Table 2-2 provides the system configurations and their respective software used in the test.

Table 2-2. Tested System Configurations

System Name	Hardware/Software Release
Nortel Networks MSL-100	SE06
Northern Telecom (Hard Console)	NT4X09AG
Avaya MultiVantage S8700	R012x.00.0.221.1
Amcom Software Phone Server	Version 3.7.1
Legend: MSL - Meridian Switching Load SE - Seccession Enterprise	

10. TEST LIMITATIONS. None.

11. TEST RESULTS

a. Discussion

(1) Precedence and Preemption (GSCR Paragraph 2.2.1). The SUT meets the following FRs for precedence and preemption:

- The attendant console operates with Multi-Level Precedence and Preemption as described in section 3 of reference (c).

(2) Call Display (GSCR Paragraph 2.2.2). The SUT meets the following FRs for Call Display:

- The attendant console provides a visual display of the calling number, class of service and precedence level for incoming direct dialed calls and diverted calls to the attendant.

(3) Class of Service Override (GSCR paragraph 2.2.3). The SUT meets the following FRs for Class of Service Override:

- The attendant provides the capability to override any class of service (calling area or precedence) of the calling party on a call-by-call basis.

(4) Busy Override and Busy Verification (GSCR paragraph 2.2.4). The SUT meets the following FRs for Busy Override and Busy Verification:

- The attendant has the capability to override a busy line condition. If the called line being verified is busy, off-hook supervision is given to the attendant performing the busy verification.

- The attendant has the capability to enter an existing busy line to inform the user of an incoming call. An override tone is provided to the busy line prior to the attendant entering the conversation, and the tone is repeated periodically as long as the attendant is connected.

(5) Night Service (GSCR paragraph 2.2.5). The SUT meets the following FRs for Night Service:

- The attendant console has the ability to route all calls normally directed to the console to a night service deflection. The night service deflection is a fixed or manually selected directory number.

(6) Automatic Recall of Attendant (GSCR paragraph 2.2.6). The SUT meets the following FRs for Automatic Recall of Attendant:

- When an attendant extends a call to a station that is busy or does not answer within a preset time, the extended party is automatically recalled to the console. If that console is busy, the recall shall be placed into the console queue; if the console is out of service, the recall is routed to another console.

(7) Calls in Queue to the Attendant (GSCR paragraph 2.2.7). The SUT meets the following FRs for Calls in Queue to the Attendant:

- The attendant console has the capability to place calls in a waiting queue. Calls placed in queue to the attendant console are retrieved by the attendant in order of precedence level (FLASH-OVERRIDE first, ROUTINE last) and longest holding time. Calls in queue are not lost when a console is placed out of service or forwarded to night service deflection. When the console is placed out of service or forwarded to night service while calls are in queue, the console is capable of both of the following solutions:

1. All calls in queue are forwarded to first the centralized attendant, then night service.

2. All subsequent calls placed to the attendant console are forwarded to first the centralized attendant, and then night service. The attendant console is able to answer all remaining calls in queue preventing any calls from being lost.

b. Test Summary. The Amcom Software Phone Server Version 3.7.1 meets the critical interoperability requirements for attendant console set forth in reference (c) and is certified for joint use within the DSN. The Amcom Software Phone Server Version 3.7.1 is certified with the Nortel Networks MSL-100 Multifunction Switch and emulates the NT4X09 hard console.

12. TEST AND ANALYSIS REPORT. JITC distributes interoperability information via the JITC Electronic Report Distribution (ERD) system, which uses Unclassified but Sensitive Internet Protocol Router Network (NIPRNet) e-mail. More comprehensive interoperability status information is available via the JITC System Tracking Program (STP). The STP is accessible by .mil/gov users on the NIPRNet at <https://stp.fhu.disa.mil/>. Test reports, lessons learned, and related testing documents and references are on the JITC Joint Interoperability Tool (JIT) at <http://jit.fhu.disa.mil> (NIPRNet), or <http://199.208.204.125/> (SIPRNet). Information related to DSN testing is on the Telecom Switched Services Interoperability (TSSI) website at <http://jrtc.fhu.disa.mil/tssi>.